

THE OFFICE OF EFFICIENCY REVIEW BEST PRACTICES & GUIDELINES FOR IMPLEMENTATION

Statewide Consolidation of Servers

Name of Agency & Director

Arizona Department of Administration (ADOA), Director William Bell
Information Services Division, Assistant Director & CIO, Patrick Quain

Background

The Department of Administration Information Services Division is responsible for operating a data center to serve the data processing needs of State Government (A.R.S.41-711). The ADOA Data Center has provided data processing services to the State of Arizona for 35 years. The top Agencies using our data center include; AHCCCS, Department of Transportation, Corrections, Revenue and AHCCCS State of Hawaii and 14 of 33 other cabinet agencies.

The ADOA host agency provides Data Center space to manage computer servers for other State Agencies. This space is used to host critical production servers 24 hours a day 365 days a year. The data center is protected by Capitol Police surveillance 24 hours, access control is monitored by 30 cameras and badge access controls on doors throughout the data center. Along with this support comes network monitoring, agency notification, help desk support and in some cases disaster recovery services.

Efficiencies Gained

By consolidating equipment into the ADOA data center, agencies can reduce their monthly costs for their systems. As agencies move their computer servers into the ADOA Data Center they achieve maximum efficiencies gained from use of common resources. The ADOA data center provides the following services:

- 1) Adequate raised floor space for computing server equipment
- 2) Ample equipment air conditioning
- 3) Uninterrupted Power Supply and battery backup systems
- 4) Certified fire suppression systems
- 5) Tested disaster recovery equipment
- 6) Help desk support 24 hours a day
- 7) Security systems and Security guards
- 8) Access to state of Arizona high speed network
- 9) Growing cost of IT support staff for common functions
- 10) Satisfying auditor requirements
- 11) Server Consolidation with VMWare and Blade equipment

Savings and Benefits of Consolidating Servers with ADOA

In a recent ER Steering Committee the Registrar of Contractors shared how they saved \$84,000 from their server consolidation project with ADOA data center. During the last year 14 Agencies consolidated their computer servers into the ADOA data center and created savings of more than \$1 million. An additional 8 Agencies are expected to utilize the ADOA data center in FY09 with cost savings estimated to be at least \$800,000.

Additional savings are realized through cost avoidance that agencies would have to pay to meet data center audit requirements. Establishing a location with (generators, batteries, fire suppression, extra air conditioning, and support) to meet these needs can exceed \$3 million. These costs can be avoided through consolidation into the ADOA data center.

How to Begin Implementing at Your Agency

Have your CIO/IT Manager contact Patrick Quain to see how your organization can benefit from consolidation.

ADOA Point of Contact

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For a complete listing ER Best Practices please visit <http://www.governor.state.az.us/er/BestPractices.asp>